

A man with short grey hair, wearing a grey hoodie, is shown in profile, looking towards the right. He has a slight smile. In the background, a blue and silver bicycle is partially visible on a grassy area. The background is a soft-focus green field.

Care Suite for Stores Installation & User Manual

NOKIA

Nokia 1508 & 1508i

Change History

- V0.1 / Bill Winchell (ext-bill.winchell@nokia.com) / July 3rd, 2008
 - Branched out from User Guide for Lab version
 - First Draft

Introduction



- Care Suite, CS is multi-protocol service software that supports Nokia CDMA, GSM and WCDMA products. Please see product specific technical bulletins for phone model specific information and instructions.
- Important: This document does not claim to be exhaustive. The actual software install or uninstall process may vary from this description depending on the computer hardware used, the software already installed and the entries in the registry.
- Close all applications before installing Nokia service software.
- Read the information provided by the installation program carefully, it often points out important steps in the installation!

1. Legal Notice

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Introduction (cont'd)

2. License Issues

- OpenSSL License
 - <http://www.openssl.org/source/license.html>

3. Nokia Online (NOL)

- Information and software for all Nokia products is available on NOL (Nokia Online) (www.nokiaonline.com). After logging in with a valid user name and password, select the "Care Service" menu and then "Support Library".
- If you do not have access to NOL, please go to the site and click on: [Registration Request](#).
- For each new software version, a description of the changes and modifications is made available in the form of a service bulletin. You will find this in the "Service Bulletins" category once you have selected a specific model under the subcategory list.

4. Download from NOL

- Before you can install the software, you must download it from NOL and save it on your computer or a network server in a suitable folder structure.

5. Installation path

- Always use the installation path specified otherwise errors can occur in the program!

5. Pictures are illustration purpose Only

- Pictures used in this document may be altered and must not be used for any other purposes

Preparation

1. Supported OS

- Windows 2000 SP4, XP SP2, Vista (32bit)

2. Minimum HW requirement

- CPU : Intel or Intel compatible 1 GHz or faster
- Memory: Minimum 1 GB
- Hard Disk : More than 200MB available

3. Uninstall previous Care Suite and plug-in components **(IMPORTANT)**

- Care Suite can detect and uninstall previously installed version without user intervention. However it's always recommended to uninstall before reinstalling new version
- Also pre-installed plug-in components (if installed) must be uninstalled before installing Care Suite
- Select "Start" -> "Settings" -> "Control Panel" and select "Add Remove Programs" and remove following Nokia applications:
 - NSL Service Modules (eg. Nsl_service_module_00005)
 - Nokia Care Suite (Optional-Recommended)
- Delete the following folders for added certainty
 - C:\Program Files\Common Files\Nokia\Service Layer\C
 - C:\Documents and Settings\All Users\Application Data\Nokia\Nokia Care Suite
 - C:\Documents and Settings\All Users\Application Data\Nokia\Nokia Service Layer\C

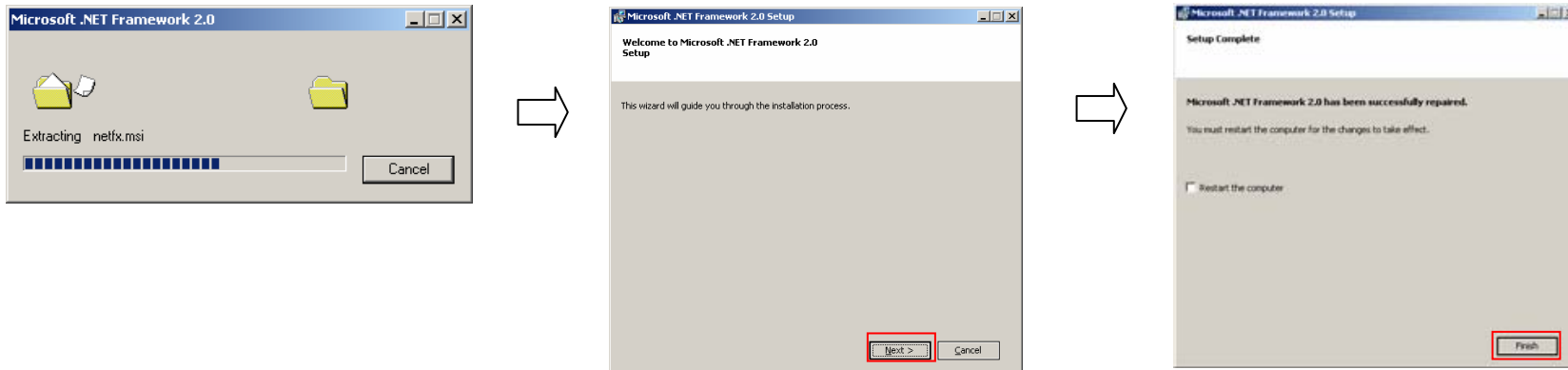
4. Vista Users only

- Install Microsoft Visual C++ 2005 Redistributable
 - <http://www.microsoft.com/downloads/thankyou.aspx?familyId=200b2fd9-ae1a-4a14-984d-389c36f85647&displayLang=en>
- Goto "Control Panel" -> "User accounts" -> "Turn user account control on /off" -> **Untick** "UAC box" -> press "Ok" -> restart workstation

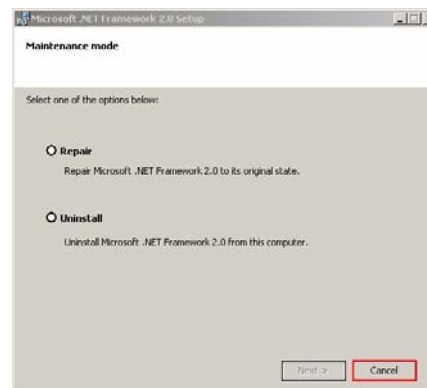
Installation of .Net Framework 2.0 (One time Only)

1. Installation

- Locate file “dotnetfx.exe”
- Double click on the “dotnetfx.exe” and follow prompts for installation.

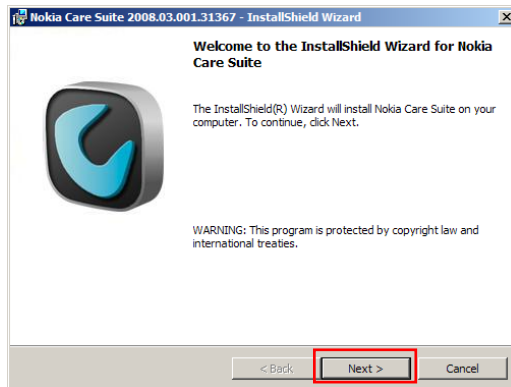


- If .NET Framework 2.0 is already installed, Cancel the installation and jump to Care Suite installation

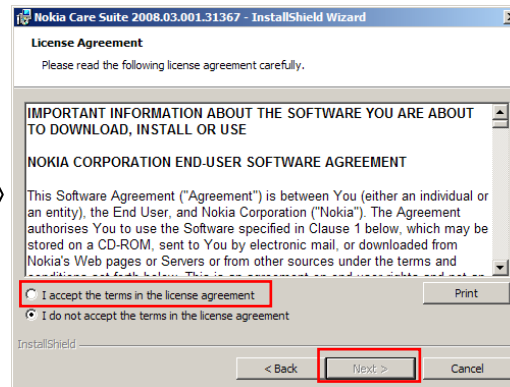


Installation of Care Suite

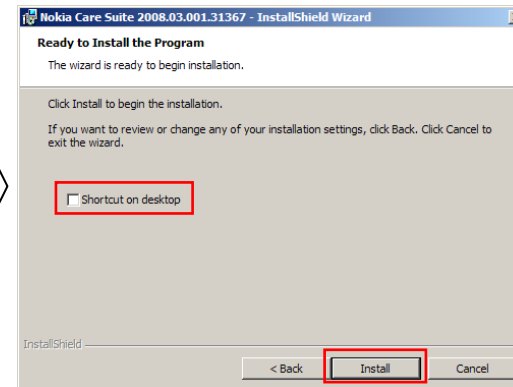
- Locate file Nokia_Care_Suite_Store.msi
- Double click on the “Nokia_Care_Suite_Store.msi” and follow prompts for installation



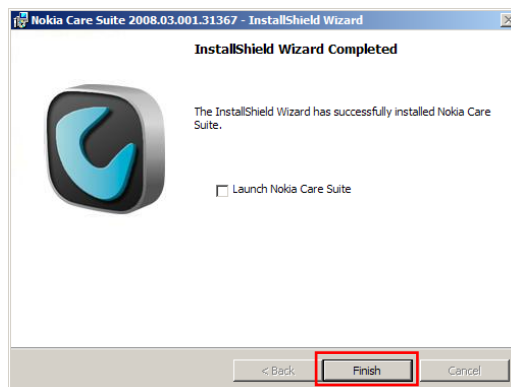
Click “Next”



Select “accept” and Click “Next” to allow the installation to proceed



Select “Shortcut on desktop” if desired and click “Install”



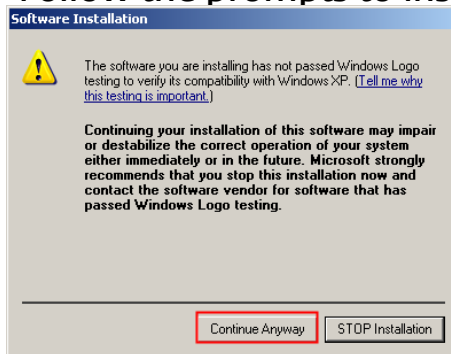
Installation completed

DO NOT select “Launch Nokia Care Suite” and click “Finish”

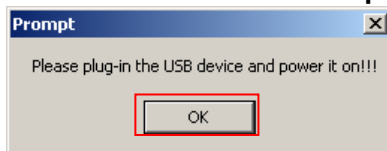
Installation of USB Driver

1. Nokia CDMA Mobile Device Driver

- Nokia CDMA Mobile Device Driver, “winusbd_2.0.13.msi” must be installed as a part of Care Suite installation. This should be accomplished prior to installation of Care Suite
- Follow the prompts to install the driver. Select the default path and select “Continue anyway” when asked



- **DO NOT** connect the phone at this time and Press “OK” to complete the installation

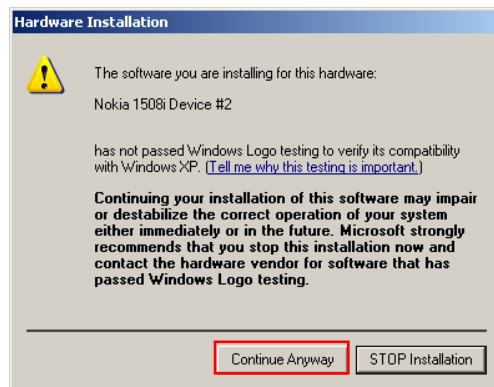


- Supported Products
 - Nokia 1508 (RM-388) & 1508i (RM-430)
 - Not signed by Microsoft WHQL
- Installation path
 - USB driver will be installed on C:\Program Files\Nokia\NOKIA CDMA Mobile Device

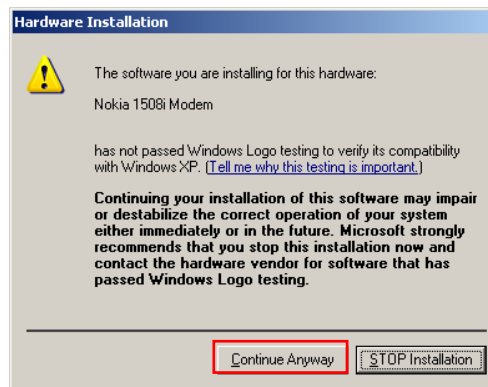
Installation of USB Driver (cont'd)

2. USB Driver Installation

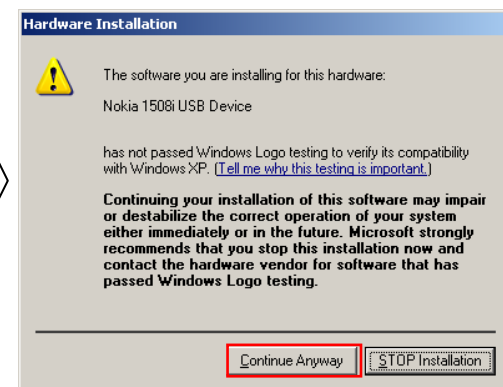
- Insert the battery to the device and turn it on
- Wait until the idle screen is displayed and plug in micro-USB cable to the device
- USB driver installation will start



Click "Continue Anyway"



Click "Continue Anyway"



Click "Continue Anyway"

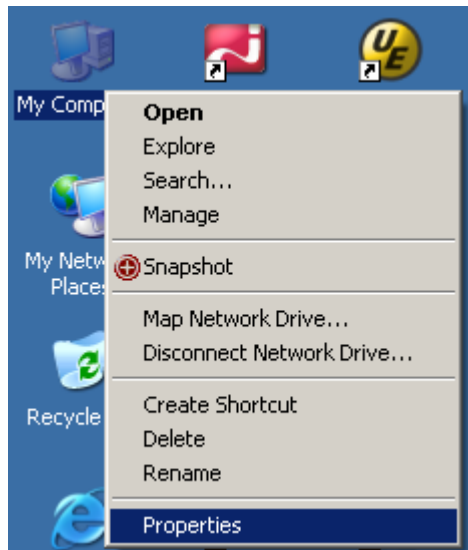


Now Driver installation is done successfully

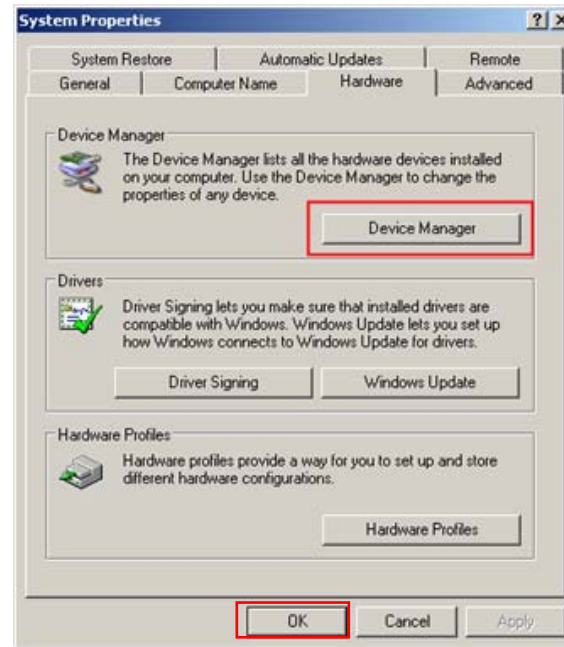
Installation of USB Driver (cont'd)

3. Verification of Successful USB Driver installation

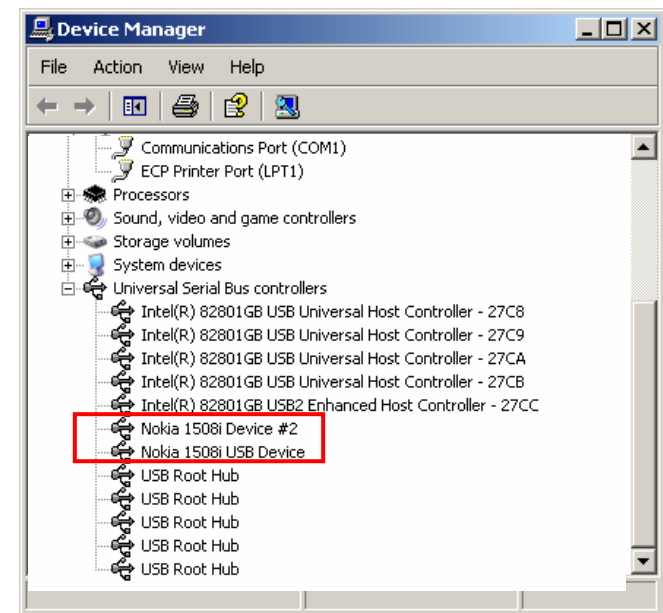
- Once USB driver installation is completed, Nokia 1508 or 1508i devices will appear under “Universal Serial Bus controllers”



Right-click on My Computer and select “Properties”



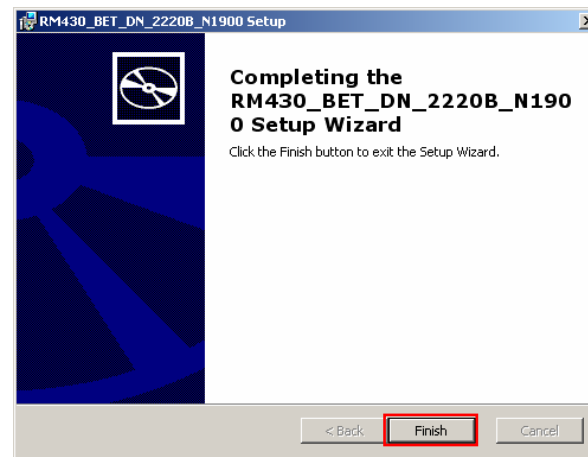
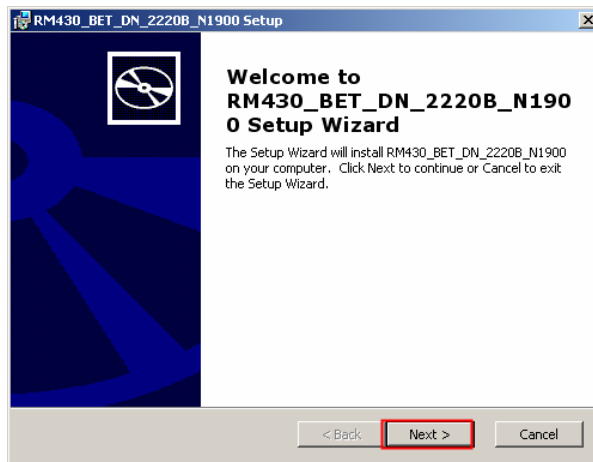
Go to Hardware tab and select Device manager



Expand USB controllers and check that Nokia 1508 or 1508i has been assigned with COM port (by checking properties) and this indicates the successful driver installation

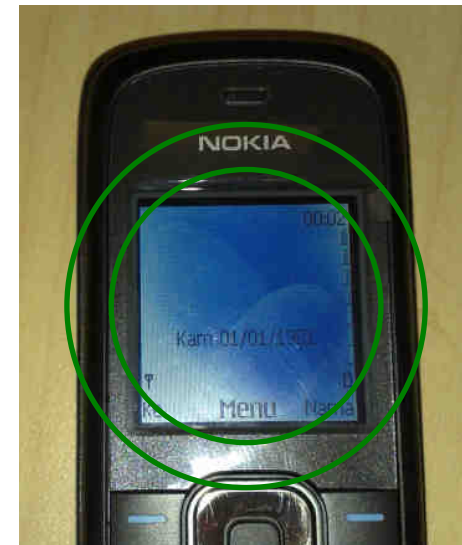
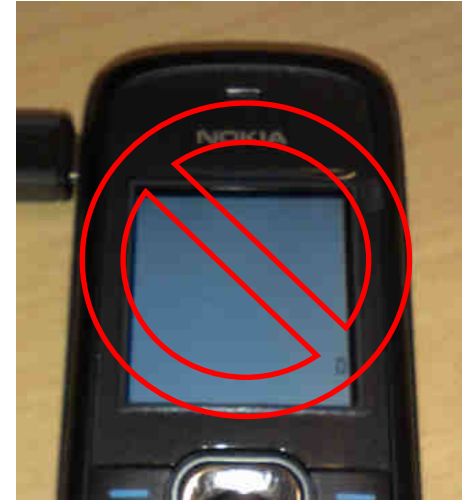
Installation of Product Specific Data Package

- Navigate to the desired data package on NOL or a local storage location where the data package is available and double click on the msi filename (for example, RM430_DN_2221B_N1900_BET.msi). Follow the prompts and accept the default settings
- The firmware files will be copied to **C:\Documents and Settings\All Users\Application Data\Nokia\Nokia Service Layer\TPLS**
- **Only after the data package is installed will the Care Suite will be able to find the appropriate software for given devices automatically**
- **Product specific data packages must be downloaded and installed manually at each SW release. No automatic updates are available through the internet**



Before launching Care Suite

- Insert the battery into the phone and turn it on
- Wait until the idle screen is displayed
 - In Charging mode, certain features (Write PRL/ERI, Update SW and User data transfer) may not work properly
- Connect CA-101 micro-USB cable to the phone USB connector and PC
- If USB driver installation starts, please have it completed before launching Care Suite

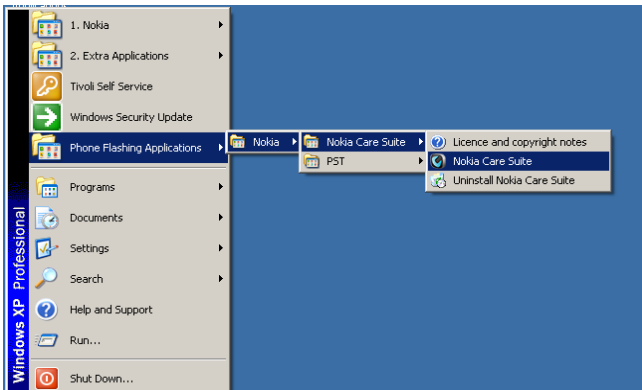


Launching Care Suite

- Nokia Care Suite shortcut will now be on the desktop if “Shortcut on desktop” option is checked during the installation. Double click to launch Care Suite



- OR the application may be launched from Start – Phone Flashing Applications – Nokia - Nokia Care Suite



Click on “Store PST” icon to launch the Nokia Care Suite Product Support Tool

Store PST – Layout

The screenshot displays the Nokia Care Suite Product Support Tool for Store interface. The interface is divided into several sections:

- Navigation Menu:** Located on the left side, it includes buttons for Refurbish, Update Software, Transfer User Data, Write PSL EPI, Edit PSL Settings, and Print PIM Info.
- Product Image:** A small image of a Nokia 1500i phone is shown in the top left corner.
- Refurbish Section:**
 - Overview:** Contains a warning icon and text: "During refurbishment the system automatically reads data from data package for connected product. NOTE: The system removes all user content and settings from the product and programs it to default factory settings. Lastly, the system deletes any temporary data permanently from the workstation. After refurbishing the product is as manufactured." A "Hide overview" link is present.
 - Properties:** Displays fields for Product Code (0564896), Current software version (DN_2221B_N1900), New software version (DN_2221B_N1900), and Refurbish log status (disabled).
 - Status:** A section for monitoring the refurbishment process.
- Product Information:** A table on the right side showing details about the product.

Product Information	Value
Self Test	Not in use
SW Status	Up-to-date
Model Name	Nokia 1500i(RM-430)
Type designator	RM-430
Connection	USB3
ESN	8004400c
ESN DEC	12800278540
MED	a000000188888b
MED DEC	268435456112303...
Product code	0564896
SW Version	DN_2221B_N1900
Hardware ID	2000
Serial ID number	a000000188888b
- Product Log:** A table at the bottom right showing log entries.

Log Entry	Log Message
Model Name	Nokia 1500i(RM-430)
Serial Number	a000000188888b
PSN	414c4930303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:26:41
12:27:43	Refurbish started. New ve
12:32:14	Refurbish finished.
Model Name	Nokia 1500i(RM-430)
Serial Number	a000000188888b
PSN	414c4930303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:32:17
Model Name	Nokia 1500i(RM-430)
Serial Number	a000000188888b
PSN	414c4930303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:48:19

PST for Stores – Panels

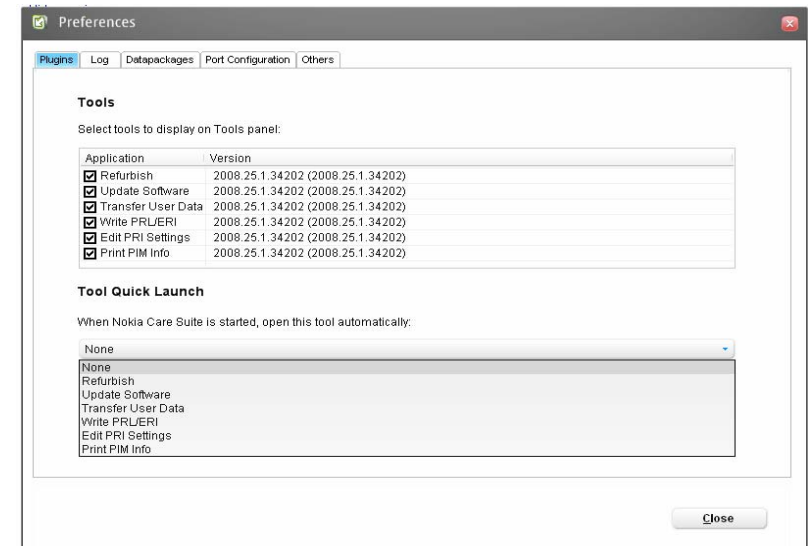
- **Model Name & Product Image**

- When multiple devices are connected, use drop-down to select the proper device
- With the selection, all the other panels will be updated to the device selected



- **Navigation Menu**


- Select the menu you'd like to use
- **Note some devices DO NOT support all features available in Navigation menu**
- Refurbish is the default menu and can be changed through **File – Preferences – Plugin – Tool Quick Launch**



Store PST – Panels (cont'd)

• Overview

- A brief summary of feature
- Can be hidden by clicking Hide Overview to maximize the work space

Overview
During refurbishment the system automatically reads data from data package for connected product.
 **NOTE:** The system removes all user content and settings from the product and programs it to default factory settings. Lastly, the system deletes any temporary data permanently from the workstation. After refurbishing the product is as manufactured.
[Hide overview](#)

Show overview



Hide overview

Show overview

• Properties

- Product Code – Transceiver Code (7 digit number assigned by Nokia, cannot be changed)
- Current Software Version from Device
- New Software Version (Displays only after Data Package is installed)
 - When multiple Data Packages are installed, User can select desired SW using pull-down

Properties

Product Code: 0564896

Current software version: DN_2221B_N1900

New software version:

Refurbish log status: disabled

Store PST – Panels (cont'd)

• Product Information

Product Information	Value
Self Test	Not in use
SW Status	Up-to-date
Model Name	Nokia 1508i(RM-430)
Type designator	RM-430
Connection	USB2
ESN	80d90c4c
ESN DEC	12814224460
MEID	a00000012694aa
MEID DEC	268435456102528426
Product code	0564896
SW Version	DN_2516B_N1900
Hardware ID	3100
Serial Number	a00000012694aa
Production Serial Num...	010601080603030025
Automated Varranty ...	060805
ERI Version	Not Supported
PRL Version	0
PRI Version	08w19_05
MIN	0000000735
MDN	0000000000000000
Lock Code	1234

Will display “Out-of-date” when Current SW version is older than installed Data Package

pESN for MEID products

Transceiver Code

ERI Not supported by 1508/1508i

• Product Log

- Logs all activities done for a particular device by Serial number (=MEID)
- Log files are located on C:\Documents and Settings\All Users\Application Data\Nokia\Nokia Care Suite\Action Reports

Product Log

Log Entry	Log Message
Model Name	Nokia 1508i(RM-430)
Serial Number	a00000012694aa
PSN	010601080603030025
SW Version	DN_2516B_N1900
Date	2008-06-17
Time	10:03:16

Store PST – Known Errors #1

- Product is not detected – nothing displays on the screen
 - Reason 1 : Store PST was not able to load plug-in module for 1508 & 1508i
 - Fix 1: Shut down Store PST and Application launcher by selecting File – Exit
 - DO NOT use “X” on upper right corner
 - Fix 2 : Or Restart Computer
 - Repeat above procedure until Store PST detects the product
 - Reason 2 : USB Driver installation not completed successfully
 - Fix : Re-install USB driver (refer to pages 8~10)

Store PST – NOT an error

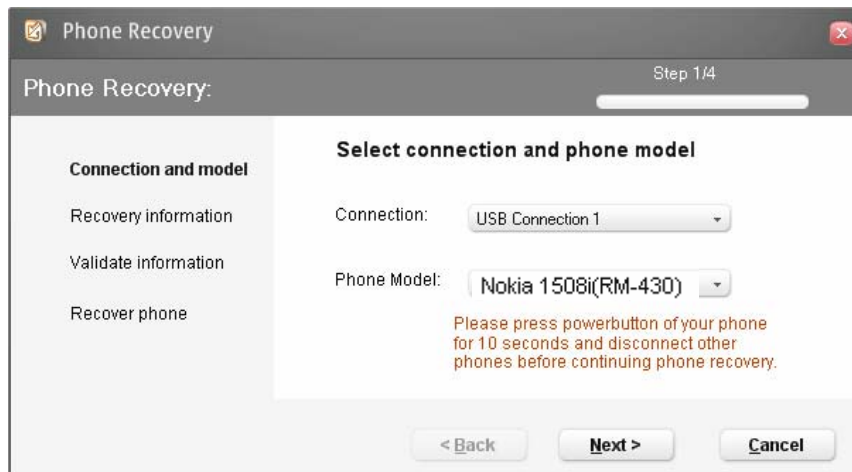
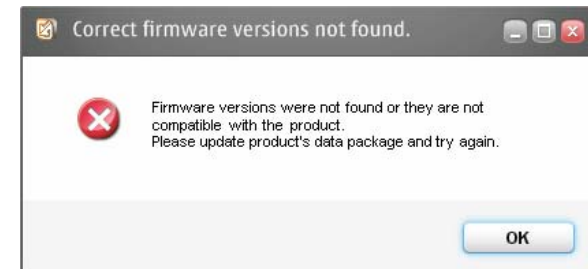
- The following symptom is **NOT** an error and can be easily corrected by the proper configuration

- Correct firmware versions not found**

- Reason 1 : Data Package is not installed for a given device
- Fix 1: Download & Install the product Data Package
- Reason 2 : No product code is written to the phone
- Fix 2 : Contact Nokia representative (Account manager)

- Manual Phone Recovery (Not supported by 1508 & 1508i)**

- Reason : No active device is detected by Care Suite
- Fix : Click Cancel and Connect the device through Micro USB cable



Refurbish / Update SW

- Select “Refurbish” or “Update SW” from lower left navigation menu
- Using drop-down, select the SW version you desire to use
 - By default, the latest version will be displayed
 - Outdated versions will **NOT** be allowed
- Press “Start” to continue
 - Depending on SW binary size and user data amount, it may take approx. 5~10 minutes
- **NOTE : Refurbish : Restores factory default settings**
 - **User data will be deleted**
 - PRI will be restored to the default
- **NOTE : Update SW : Preserves User data**
 - User data will be preserved
 - PRI (if changed by users) will be preserved

Refurbish / Update SW (cont'd)

Nokia Care Suite Product Support Tool for Store

File View Tools Help

43 - Nokia 1508 - USB

Refurbish

Overview

During refurbishment the system automatically reads data from data package for connected product.

NOTE: The system removes all user content and settings from the product and programs it to default factory settings. Lastly, the system deletes any temporary data permanently from the workstation. After refurbishing the product is as manufactured.

[Hide overview](#)

Properties

Product Code: 0564896

Current software version: DN_2221B_N1900

New software version: **DN_2221B_N1900** (2)

Refurbish log status: disabled

Status

Refurbish finished.

Start (3)

Product Information

Product Information	Value
Self Test	Not in use
SW Status	Up-to-date
Model Name	Nokia 1508(RM-430)
Type designator	RM-430
Connection	USB
ESN	8004400c
ESN DEC	12800278540
MEID	a0000001bbbbbb
MEID DEC	268435458112303
Product code	0564896
SW Version	DN_2221B_N1900
Hardware ID	2000

Product Log

Log Entry	Log Message
Date Time	2008-07-03 12:25:41
12:27:43 12:32:14	Refurbish started. New Refurbish finished.
Model Name Serial Number PSN	Nokia 1508(RM-430) a0000001bbbbbb 414c49303030303031
SW Version Date Time	DN_2221B_N1900 2008-07-03 12:32:17
Model Name Serial Number PSN	Nokia 1508(RM-430) a0000001bbbbbb 414c49303030303031
SW Version Date Time	DN_2221B_N1900 2008-07-03 12:48:19
Model Name Serial Number PSN	Nokia 1508(RM-430) a0000001bbbbbb 414c49303030303031
SW Version Date Time	DN_2221B_N1900 2008-07-03 14:30:50
14:34:41 14:39:12	Refurbish started. New Refurbish finished.

1 Refurbish

Update Software

Transfer User Data

Write PSL ERI

Edit PSL Settings

Print PIM Info

Transfer User Data

- Select “Transfer User Data” from lower left navigation menu
- Select transfer options : Contacts, Calendar, and User files (**All three options MUST be selected**)

- Press “Start” to continue

Status

Phone connected, backup source phone.

- Disconnect source phone when user data backup is finished

Status

User data read. Disconnect source phone.

Status

Phone removed, connect target phone.

- Connect target phone and Press “Start” to continue

Status

Phone connected. Update target phone.

- When transfer is finished, disconnect the target phone

Status

Target phone updated. Disconnect target phone.

- **NOTE : This feature is limited to the SAME models only**

Transfer User Data (cont'd)

Nokia Care Suite Product Support Tool for Store

File View Tools Help

43 - Nokia 1508i - USB

Transfer User Data

Overview

System transfers user data from a phone into another phone. User can select data to be transferred.

Note: Old user data in the target phone can be overwritten with the new data. After user data has been read from source phone, target phone must be connected to the same connection.

[Hide overview](#)

Select User data to be transferred

- ☒ Contacts
- ☒ Calendar
- ☒ User files (includes SMS/MMS)

Status

Phone connected, backup source phone.

Start **Cancel**

Product Information

Product Information	Value
Set Test	Not in use
SW Status	Up-to-date
Model Name	Nokia 1508i(RM-430)
Type designator	RM-430
Connection	USB3
ESN	8004400c
ESN DEC	12800278540
MEID	a0000001bbbbbb
MEID DEC	268435456112303
Product code	0564896
SW Version	DN_2221B_N1900
Hardware ID	2000

Product Log

Log Entry	Log Message
Date Time	2008-07-03 12:26:41
12:27:43 12:32:14	Refurbish started. New Refurbish finished.
Model Name Serial Number PSN SW Version Date Time	Nokia 1508i(RM-430) a0000001bbbbbb 414c49303030303031 DN_2221B_N1900 2008-07-03 12:32:17
Model Name Serial Number PSN SW Version Date Time	Nokia 1508i(RM-430) a0000001bbbbbb 414c49303030303031 DN_2221B_N1900 2008-07-03 12:46:19
Model Name Serial Number PSN SW Version Date Time	Nokia 1508i(RM-430) a0000001bbbbbb 414c49303030303031 DN_2221B_N1900 2008-07-03 14:30:50
14:34:41 14:39:12	Refurbish started. New Refurbish finished.

Write PRL/ERI

- Select “Write PRL/ERI” from lower left navigation menu
- Select the target device
 - Write Data to Phone : Load PRL from PC and write to the phone
 - Write Data to PC : Read PRL from Phone and save it to PC
- Using “Browse” button, specify PRL file to load or save to.
- Press “Write” button to continue
- ERI is not supported by 1508/1508i

Write PRL/ERI (cont'd)

Nokia Care Suite Product Support Tool for Store

File View Tools Help

43 - Nokia 1500i - USB

Write PRL/ERI

Overview

System writes PRL settings to the product. If the product supports ERI, the system can also write ERI settings to the product.

Product settings will be overwritten with settings from the files.

[Hide overview](#)

☒ Write Data To Phone **2**

☐ Write Data To PC

PRL NAM1 file: **Browse...**

PRL NAM2 file: **Browse...**

ERI file name: **Browse...**

Status

Browse PRL/ERI files and click Write to proceed. **3**

Write **4**

Product Information

Product Information	Value
Self Test	Not in use
SW Status	Up-to-date
Model Name	Nokia 1500(RM-430)
Type designator	RM-430
Connection	USB3
ESN	8004400c
ESN DEC	12800278540
MED	a0000001bbbbbb
MED DEC	268435456112303...
Product code	0564896
SW Version	DN_2221B_N1900
Hardware ID	2000
Field Number

Refresh

Product Log

Log Entry	Log Message
Date	2008-07-03
Time	12:26:41
12:27:43	Refurbish started. New
12:32:14	Refurbish finished.
Model Name	Nokia 1500(RM-430)
Serial Number	a0000001bbbbbb
PSN	414c49303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:32:17
Model Name	Nokia 1500(RM-430)
Serial Number	a0000001bbbbbb
PSN	414c49303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:48:19
Model Name	Nokia 1500(RM-430)
Serial Number	a0000001bbbbbb
PSN	414c49303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	14:30:50
14:34:41	Refurbish started. New
14:39:12	Refurbish finished.

1

Refurbish

Update Software

Transfer User Data

Write PRL/ERI

Edit PRL Settings

Print PRL Info

Edit PRI Settings

- Select “Edit PRI settings” from lower left navigation menu
- Select Product, then click read
- OR Select File, browse for the PRI file (*.bin) and click “Write”
- Edit PRI settings if desired
- Click “Write” to write PRI settings to phone
- Select “Save as...” to preserve the edits

Edit PRI Settings – Read From the Phone

1 Edit PRI Settings

2 Product

3 Read

4. PRI Data

5. Write PRI

OR 6. Save as a file

Product Information

Product Information	Value
Self Test	Not in use
SW Status	Up-to-date
Model Name	Nokia 1500(RM-430)
Type designator	RM-430
Connection	USB3
ESN	8004400c
ESN DEC	12800278540
MEID	a0000001bbbbbb
MEID DEC	268435456112303...
Product code	0564896
SW Version	DN_2221B_N1900
Hardware ID	2000

Product Log

Log Entry	Log Message
12:32:14	Refurbish finished.
Model Name	Nokia 1500(RM-430)
Serial Number	a0000001bbbbbb
PSN	414c49303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:32:17
Model Name	Nokia 1500(RM-430)
Serial Number	a0000001bbbbbb
PSN	414c49303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	12:48:19
Model Name	Nokia 1500(RM-430)
Serial Number	a0000001bbbbbb
PSN	414c49303030303031
SW Version	DN_2221B_N1900
Date	2008-07-03
Time	14:30:50
14:34:41	Refurbish started. New
14:39:12	Refurbish finished.
15:11:39	Reading PRI settings cc
15:11:41	Reading PRI settings cc
15:11:41	Reading PRI settings st
15:11:47	Reading PRI settings cc

Edit PRI Settings – Load From PRI File (*.bin)

The screenshot shows the 'Nokia Care Suite Product Support Tool for Store' interface. The 'Edit PRI settings' window is open, displaying the 'Overview' tab. The 'Source PRI' section has 'File' selected, with the path 'C:\Documents and Settings\All Users\Desktop\BIN\Edit_Pri\Sample.bin' entered. The 'Open...' button is visible. The 'Product Information' table on the right lists details for a Nokia 1508i (RM-430). The 'NAM1' settings tree is expanded, showing 'NAM1_General', 'NAM1_CDMA_Settings', 'NAM1_SID_NID_Lists', and 'NAM1_Other_Settings'. The 'Files of type' dropdown is set to 'Binary File (*.bin)'. The 'File name' field contains 'Sample.bin'. The 'Open' button is highlighted. The 'Status' bar at the bottom shows 'Parsing PRI Settings'. The 'Write' and 'Save as...' buttons are also visible. The 'Log Message' window on the right shows a list of log entries.

1 Edit PRI Settings

2 File:

3 Open...

4 File type to bin Files (*.bin)

5 Select PRI file (*.bin)

6 Open

7 PRI Data

8 Write to the phone

9 OR 9. Save as a file

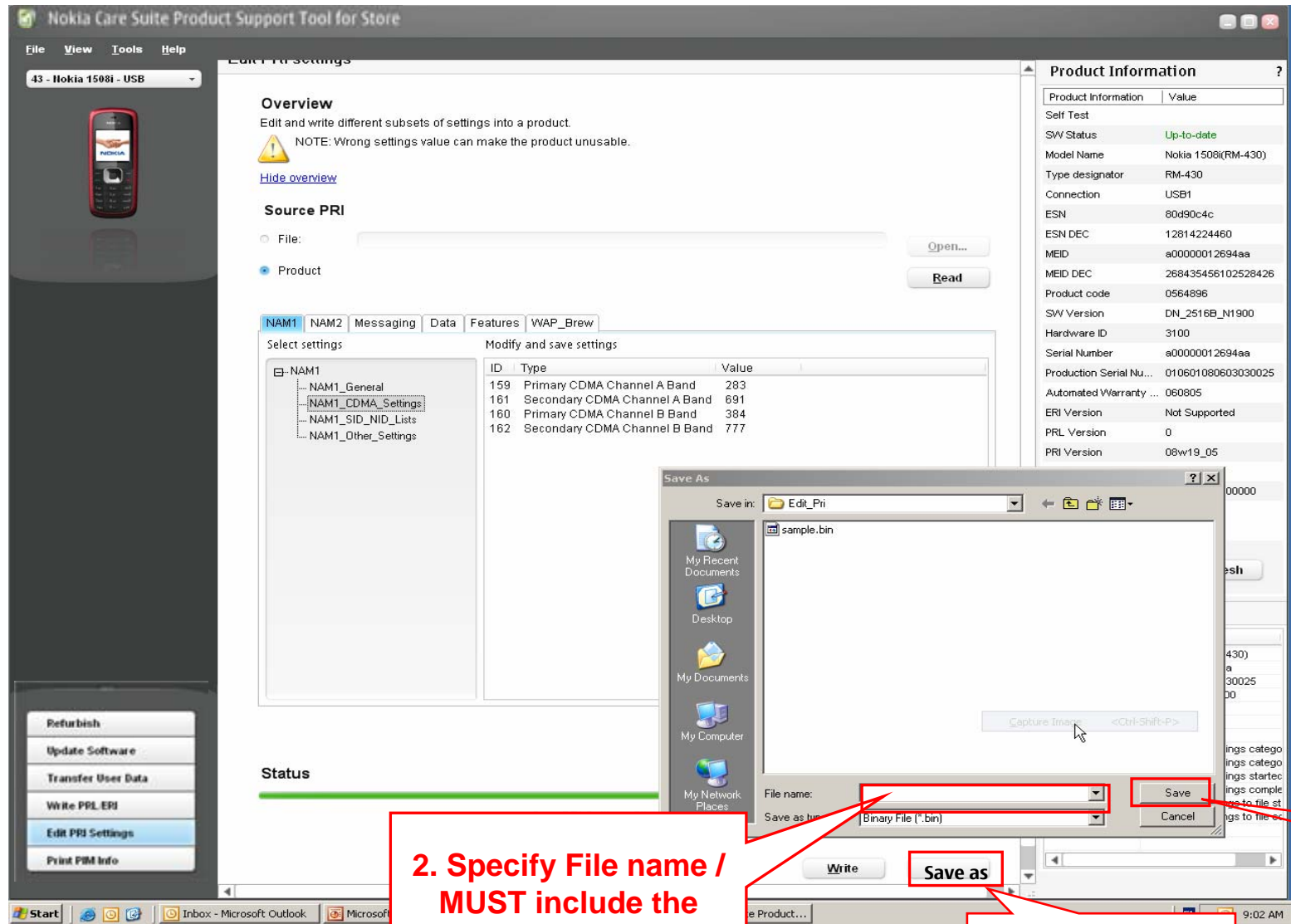
Product Information	Value
Self Test	
SW Status	Up-to-date
Model Name	Nokia 1508i(RM-430)
Type designator	RM-430
Connection	USB2
ESN	80d90c4c
ESN DEC	12814224460
MEID	a00000012694aa
MEID DEC	268435456102528426
Product code	0564896
SW Version	DN_2516B_N1900
Hardware ID	3100
al Num...	a00000012694aa
arranty ...	010601080603030025
	060805
	Not Supported
	0
	08w19_05
	0000000735
	0000000000000000
	1234

Log Message

- Reading PRI settings cate
- Reading PRI settings cate
- Opening PRI settings file
- Nokia.CareSuite.Plugins.C
- Opening PRI settings com
- Reading PRI settings cate
- Reading PRI settings cate
- Reading PRI settings star
- Reading PRI settings com
- Saving PRI settings to file
- Saving PRI settings to file
- Reading PRI settings cate

15:47:57
15:47:57
15:48:01
15:48:11
15:48:12
15:48:17

Edit PRI Settings – Save as a File (*.bin)



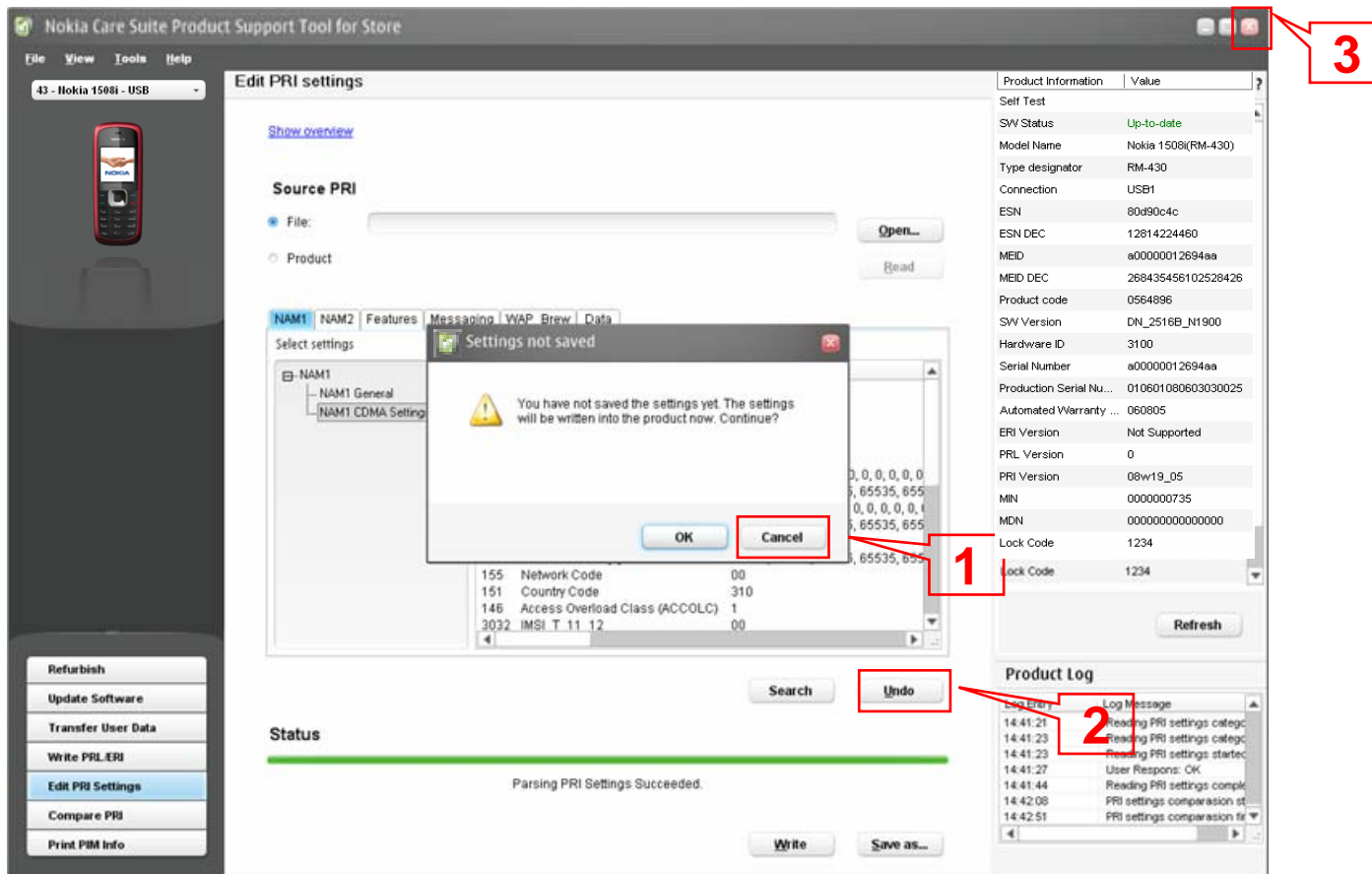
2. Specify File name / MUST include the extension (*.bin)

1. Save as a file

3

Edit PRI Settings – NOT an Error

- “Settings not saved” window when trying to close PST for Lab
 - Condition : PRI data has changed but not written to the phone or saved as a file
 - To close PST for Store: Click “Cancel” from the window – Click “Undo” – Click “X”



Print PIM Info

- Is not supported by Nokia 1508 & 1508i

The screenshot displays the 'Nokia Care Suite Product Support Tool for Store' interface. The main window is titled 'Print PIM Info' and shows a progress bar with the text 'Click Print to proceed.' and a 'Print...' button. The left sidebar contains a list of tools, with 'Print PIM Info' selected. The right sidebar shows 'Product Information' and 'Product Log'.

Product Information

Product Information	Value
Self Test	
SW Status	Up-to-date
Model Name	Nokia 1508(RM-430)
Type designator	RM-430
Connection	USB2
ESN	80d90c4c
ESN DEC	1281422460
MEID	a00000012694aa
MEID DEC	268435456102528426
Product code	0564896
SW Version	DN_2516B_N1900
Hardware ID	3100
Serial Number	a00000012694aa
Production Serial Num...	010601080603030025
Automated Warranty ...	060805
ERI Version	Not Supported
PRL Version	0
PRI Version	08w19_05
MIN	0000000735
MDN	0000000000000000
Lock Code	1234

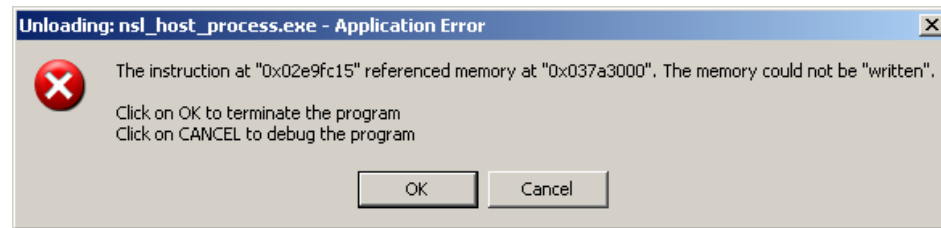
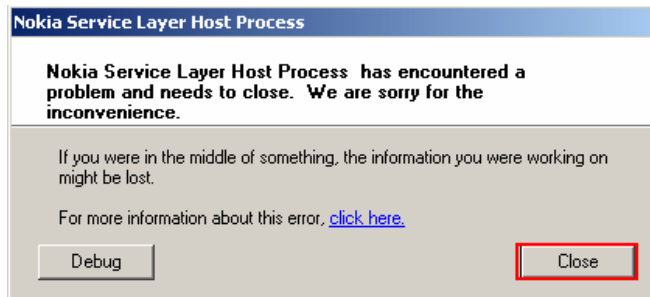
Product Log

Log Entry	Log Message
Model Name	Nokia 1508(RM-430)
Serial Number	a00000012694aa
PSN	010601080603030025
SW Version	DN_2516B_N1900
Date	2008-06-17
Time	10:09:56
Model Name	Nokia 1508(RM-430)
Serial Number	a00000012694aa
PSN	010601080603030025
SW Version	DN_2516B_N1900
Date	2008-06-17
Time	11:10:52

Store PST - Known Errors #2

- **Nokia Service Layer Error when closing PST for Store**

- Being investigated. No real harm – Click “Close” or “OK” to continue



- **Nokia Service Layer Error while using PST for Store**

- Being investigated. May impact the device functionality
- Click “Close” to continue
- Use Task manager and End “ProductSupportForStore.exe”

- For other errors & feedbacks

- Please send an email to duheon.jang@nokia.com or ext-bill.winchell@nokia.com

